



DEPARTMENT OF THE NAVY
NAVY RECRUITING COMMAND
5722 INTEGRITY DR.
MILLINGTON, TN 38054-5057

COMNAVCRUITCOMINST 1754.1E
OOE
22 Sep 2009

COMNAVCRUITCOM INSTRUCTION 1754.1E

From: Commander, Navy Recruiting Command

Subj: NAVY RECRUITING COMMAND FAMILY OMBUDSMAN PROGRAM

Ref: (a) OPNAVINST 1750.1, Navy Family Ombudsman Program
(b) NAVPERS 15571, Navy Family Ombudsman Manual
(c) NAVPERS 15519, Navy Family Ombudsman Training Guide
(d) COMNAVCRUITCOMINST 5400.2, Standard Operating Procedures Manual
(e) COMNAVCRUITCOMINST 5400.1, Navy Recruiting Command Organizational Manual
(f) COMNAVCRUITCOMINST 4400.1, Logistics Support Manual

Encl: (1) NAVCRUIT 1754/1 (Rev 1-07), Ombudsman Information and Referral

1. Purpose. To revise Navy Recruiting Command (NAVCRUITCOM) policy and procedures for the Navy Family Ombudsman Program in amplification of references (a) through (c).

2. Cancellation. COMNAVCRUITCOMINST 1754.1D. This update incorporates the revised enclosure (1).

3. Background. Detailed information on the Navy Family Ombudsman Program is available in references (a) through (c). Information on NAVCRUITCOM's mission, structure, and operating procedures is contained in references (d) through (f).

4. Discussion

a. Reference (a) discusses responsibility for establishing a Navy Family Ombudsman program. NAVCRUITCOM requires that subordinate commands implement and actively maintain a family ombudsman program.

b. Due to the varying geographic characteristics of each Navy Recruiting District (NAVCRUITDIST), more than one command ombudsman may be required to adequately serve the needs of command families.

c. At least one ombudsman will be appointed for each:

- (1) NAVCRUITDIST
- (2) Navy Recruiting Region Headquarters (NAVCRUITREG HQ)
- (3) Navy Recruiting Command Orientation Unit
(NAVCRUITCOM ORIENT UNIT)
- (4) NAVCRUITCOM Headquarters (HQ)

5. Action

a. The NAVCRUITCOM Force Master Chief (FORCM) will serve as a member of the Ombudsman Quality Management Board (OQMB), providing operational feedback and recommendations to the Assistant Chief of Naval Personnel for Personnel Readiness and Community Support (PERS-6).

b. NAVCRUITREG Commanders will establish and sponsor a Region ombudsman assembly and appoint one ombudsman (from a NAVCRUITDIST or HQ staff) as the chair/coordinator. The NAVCRUITCOM FORCM and NAVCRUITREG Command Master Chief (CMC) will serve as members of the assembly advisory board.

c. The NAVCRUITCOM ORIENT UNIT, Officer-in-Charge will ensure that enclosure (1) is completed by each NAVCRUITCOM ORIENT UNIT student and forwarded to their gaining command.

d. Commanders and Commanding Officers (COs) will implement references (a) through (c), and the following:

(1) Budget for basic and advanced ombudsman training and provide to each family ombudsman. The ombudsman will attend Basic Ombudsman Training prior to assuming ombudsman duties.

(2) Ensure family ombudsmen are briefed on the pertinent sections of references (d) through (f).

(3) When additional ombudsmen are deemed necessary, one ombudsman should be designated as Lead Ombudsman/Ombudsman at Large to coordinate the command's family newsletter and serve as a central point of contact for general information; however, each additional command ombudsman shall report to the CO, not to the Lead Ombudsman.

(4) Encourage the formation of Family Support Groups/Spouse Clubs at the Zone level. Spouse clubs and support groups are vital in helping to meet the needs of Navy families, and

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provide an excellent source of feedback on the morale and needs of command families. Due to the many duties of the ombudsman, commands should assign someone other than the ombudsman to coordinate and administer these social organizations. Reference (b) provides additional information on the ombudsman role in these groups.

(5) Where applicable, ensure the command ombudsman is a member of the local ombudsman assembly.

(6) Due to the disbursed nature of Navy Recruiting Districts, ensure each command ombudsman is provided a referral resource list for each Navy Recruiting Station (NAVCRUITSTA), to include all military Family Support Centers, Family Advocacy Representatives, Child Protective Services and civilian community service organizations, and be trained on the services available from Ceridian Lifeworks.

(7) Provide the ombudsman copies of enclosure (1) forwarded by the NAVCRUITCOM ORIENT UNIT Officer-in-Charge for each prospective gain.

e. The NAVCRUITCOM FORCM and NAVCRUITCOM HQ, NAVCRUITCOM ORIENT UNIT, NAVCRUITREG, and NAVCRUITDIST CMCs shall:

(1) Serve as Family Ombudsman Program Manager and field spokesman for their command and serve as the primary liaison for the command family ombudsman.

(2) Become intimately familiar with references (a) through (c), and advise the CO on program operation.

6. Resources and Assistance. In addition to the resources and assistance authorized in references (a) through (c), Commanders and COs are authorized to permit ombudsman use of a Government Vehicle (GOV) as a driver or passenger. Title 10 U.S.C., Section 1588 provides for ombudsmen and other volunteers of family support programs with liability coverage in case of accidents. Ombudsmen are identified by an official appointment letter issued by the Commander or CO.

a. Ombudsmen are required to comply with regulations regarding the use of NAVCRUITCOM GOVs.

b. Ombudsman Invitational Travel Orders (ITOs) are not required for local travel within the commuting area of the assigned command or for trips performed outside of the commuting area when completed on the same day (no overnight involved). Ombudsmen are not entitled to per diem allowances but may be reimbursed for incidental expenses.

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c. Overnight temporary additional duty trips for ombudsman training purposes are authorized outside the local commuting area and are supported by ITOs. Per Diem allowances and travel reimbursements are paid at rates not to exceed entitlements authorized under the Joint Federal Travel Regulations when traveling under an ITO.

d. Ombudsman claims for POV mileage will be reimbursed at the government personal vehicle rate. Mileage must be documented in order to claim reimbursement.

7. Forms. The Ombudsman Information and Referral form, NAVCRUIT 1754/1 (Rev 1-07) can be obtained via <http://www.cnrc.navy.mil/Publications/forms.htm>.

/s/

R. R. BRAUN

Distribution:

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<http://www.cnrc.navy.mil/Publications/directives.htm>

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PERS-66

OMBUDSMAN INFORMATION AND REFERRAL
PRIVACY ACT STATEMENT

AUTHORITY AND PURPOSE: 5 U.S.C. 301, Departmental Regulations; and E.O. 9397 (SSN). Provided information is used to assist officials and employees of the Navy in the management, supervision and administration of Navy personnel (officer and enlisted) and the operations of related personnel affairs and functions.

ROUTINE USES: To obtain background information provided by the applicant to ensure that the command OMBUDSMAN is notified and able to assist with your dependents change of duty station adjustment.

DISCLOSURE: Disclosure is voluntary; however, failure to provide the requested information as well as the social security number will result in a lack of information provided to the Command OMBUDSMAN and hamper their ability to assist your dependents.

The Ombudsman Program is designed to assist you and your family when transferring to a new duty station. Even though you may have filled out a sponsor information sheet, this information will be forwarded directly to the Ombudsman at your gaining command and will assist you with your move. Please complete this form and return it to instructor. Additionally, the Ombudsman is available to provide assistance while attending school.

1. Member (Name/Rank):

2. Ultimate Assignment:

NAVCRUITREG:

NAVCRUITDIST:

NAVCRUITSTA:

3. Est. Date Arrival at Duty Station:

4. Name of Spouse:

5. Spouse's Current Mailing Address

SAMPLE

6. Phone Number:

7. Single Parent: YES ☐ NO ☐

8. Number/Age of Children:

9. Are Children traveling in route with you? YES ☐ NO ☐

10. Children's mailing address if different from yours or spouse's:

11. Special Needs:

12. Name of Assigned Sponsor:

13. Date:

NAVCRUIT 1754/1 (Rev 1-07)

Enclosure (1)

For Official Use Only When Filled In